

NEEDHAM HOUSING AUTHORITY

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Approved: August 20, 2026

PARKING POLICY - CAPTAIN ROBERT COOK DRIVE

The Needham Housing Authority (“NHA”) parking policy (this “**Parking Policy - Captain Robert Cook Drive**”) is adopted to address existing parking access and unassigned parking spaces identifiable by Tenant Parking Only, Visitor Parking Only, and Disabled Parking Only signs in the community parking lots at the NHA residential public housing development known as **Captain Robert Cook Drive**. The Parking Policy – Captain Robert Cook Drive applies to **all motorized vehicles**. In this application, the definition of motorized vehicles includes automobiles, all-terrain vehicles, motorcycles, and motorized scooters. Unregistered vehicles are subject to enforcement actions, **which include being towed from NHA property at the vehicle owner’s expense**. **Violation of the Parking Policy – Captain Robert Cook Drive will result in enforcement in accordance with this policy and applicable laws, including but not limited, to towing and storage at the vehicle owner’s expense.**

Parking spaces are available to residents and household family members on a first-come/first-serve basis. Guests and visitors must park in Visitor Parking Only spaces available on a first-come/first-serve basis. Parking spaces for disabled individuals are available on a first come/first-serve basis. NHA will continue to provide suitable unassigned parking available on a first-come/first serve basis for the tenants, guests, visitors, disabled, and NHA staff. Parking on sidewalks, fire lanes, lawns, double-parking, or in any other area that is not designated for parking is not allowed, and violators will be subject to enforcement of this policy, including being towed at the vehicle owner’s expense. Tenants who observe vehicles they believe to be improperly or illegally parked should contact NHA staff.

1. NHA PARKING GUIDELINES FOR RESIDENTS, GUESTS, VISITORS, AND OTHERS

A. Number of registered vehicles permitted (per household).

- i. One (1) registered and insured vehicle for each household consisting of only one (1) tenant/resident who has a valid driver’s license and vehicle registration.
- ii. Two (2) registered and insured vehicles for each household consisting of two (2) or more tenants/residents who have a valid driver’s license and vehicle registration.
- iii. Three (3) registered and insured vehicles for each household consisting of three (3) or more tenants/residents who have a valid driver’s license and vehicle registration.

B. Only valid registered, insured, and safely operable vehicles are permitted in designated but unassigned parking spaces on NHA property.

- i. Tenants and household members must provide a copy of his/her valid driver’s license and vehicle’s registration after move-in and at each annual recertification to NHA’s office during normal business hours (7:30 a.m. - 4:00 p.m. on Mondays through Thursdays, and 7:30 a.m. - 1:00 p.m. on Fridays, except federal public holidays when the NHA office is closed).
- ii. NHA parking stickers are issued to tenants and/or household members currently under lease with valid registrations and must be affixed to the rear windshield of such registered vehicle. If the vehicle does not have a rear windshield, the tenant or household member should affix the sticker to a readily observable area of the vehicle. Before selling or otherwise surrendering ownership of registered vehicles, tenants or household members should, where possible, remove the sticker from the vehicle’s windshield. NHA parking stickers **cannot be shared**. The parking sticker must be affixed to a vehicle with a license plate that matches the license plate information of the vehicle, which was provided to NHA upon move-in or at recertification.

C. General guidelines.

- i. Residents who own, drive, and park a vehicle (motor/gas, hybrid, or electric) registered with NHA shall timely report any vehicle ownership or license plate number change to the NHA's office within thirty (30) days, especially when they cease to own or operate any vehicle parked, left, stored, or abandoned on NHA property.
- ii. For vehicles with flat tires, missing or expired inspection stickers, resting on jacks or repair blocks, or with any part projecting out of a parking space, or that have the appearance of being abandoned, residents who own, drive, and park said vehicle must repair the defect within a reasonable timeframe, but no longer than two (2) weeks. If the defect is not resolved within two (2) weeks, the vehicle will be deemed a safety hazard or attractive nuisance and will be subject to enforcement of the Parking Policy – Captain Robert Cook Drive, up to and including being towed at the owner's expense.
- iii. **Vehicle repair work of any kind is not permitted on NHA Property.**
- iv. **Throwing, dropping, discarding, or leaving any used, broken, or old vehicle parts (metal and plastic), batteries, rubber tires, and other components is strictly prohibited on NHA property and may result in enforcement of the Parking Policy – Captain Robert Cook Drive, up to and including lease termination.**
- v. No pouring, releasing, discarding, or disposing of any vehicle and other waste, including but not limited to all motor/engine oil, grease, antifreeze, gasoline, brake and other fluids, on the ground (soil, grass, gravel, blacktop asphalt, or concrete) or in any surface water irrigation runoff into any water, sewer, septic, or storm drains and system(s) shall be permitted on NHA property. Residents who own, drive, and park a vehicle on NHA property shall be responsible for not contaminating any surface and undersurface ground, soil, or groundwater, failing which, residents may be subject to enforcement of the Parking Policy – Captain Robert Cook Drive, up to and including termination of their lease.
- vi. When necessary, tenants and/or household members are responsible for moving their vehicles during snow removal efforts so NHA maintenance personnel may clear the property of snow and ice. If tenants are unable to move their vehicles, they should contact NHA at their earliest possible opportunity. Vehicles that impede snow removal efforts will be subject to enforcement of the Parking Policy – Captain Robert Cook Drive, including being towed at the vehicle owner's expense.

D. Improper and Illegal Parking; Unauthorized, Unregistered, Inoperable, and Abandoned Vehicles.

- i. **Residents do not have assigned parking.** Residents who own a valid registered and insured vehicle with an authorized NHA parking sticker on the rear window shall park only in available unassigned Tenant Only spaces, not in Visitor Only spaces (unless authorized by NHA otherwise). The limited amount of available Visitor Only parking spaces is for visitors, guests, and NHA staff to use. Tenants are solely responsible for their visitors and guests and shall instruct and allow such visitors and guests to park in the Visitor Only spaces. Residents shall be responsible for their visitors and guests' failure to park in Visitor Only spaces and in accordance with Section 1(D)(i)(a) below, including enforcement of the Parking Policy – Captain Robert Cook Drive, up to and including termination of their lease.
 - a. Visitors may park in visitor spots when available, from 7 AM to 11 PM. Any vehicle parked in a visitor spot outside of stated visitor hours without proper authorization or agreement from NHA, or without an NHA sticker, will be subject to enforcement of the Parking Policy – Captain Robert Cook Drive, up to and including the vehicle being towed at the owner's expense.
- ii. A reasonable accommodation request by a tenant or household member for an assigned NHA parking space is an exception to NHA's standard parking policy guidelines or rules, which may be necessary because of the tenant or household member's physical disability or mental impairment (that substantially limits one or more major life activities) during the tenancy. An NHA-assigned parking space may be located closer to the entrance of the apartment building or to the unit where the tenant resides.

- NHA's reasonable accommodation may be requested from NHA's office via email at office@needhamhousing.org or mail at 21 Highland Circle, Suite 10, Needham, MA 02494 or found on their website at: needhamhousing.org/policies.
- In accordance with 804 CMR 2.03, NHA's rules, policies, practices or service delivery must be changed so that people with disabilities can reasonably live in and enjoy the premises, including public and common areas.
- The accommodation may be considered reasonable if it does not impose an undue administrative and financial burden on NHA or a subsidized landlord or require NHA to fundamentally alter a housing program.
- When NHA receives such a reasonable accommodation request from a tenant, it will decide on a case-by-case basis whether: (i) the physical disability or mental impairment causes a "substantial limitation" to a major life activity, (ii) whether the requested accommodation is causally connected to the disability—i.e. **necessary** (i.e. NOT wherever convenient or desired) for the requester to equally use and enjoy NHA property in light of the stated disability, and (iii) whether the requested accommodation is reasonable, pursuant to NHA's Reasonable Accommodation/Modification Policy and Procedures.
- Under state and federal fair housing laws, NHA must grant these requests to disabled and mentally impaired individuals, unless there is no causal connection; the accommodation would fundamentally alter NHA's programs; or the request would present an undue administrative or financial burden for NHA, to ensure they have equal opportunity and more comfortable access to his/her apartment building and unit.
- Please be advised that NHA is mandated to provide marked accessible parking spaces, marked with a Handicapped Parking Spaces sign, under Mass. Gen. Laws Ch. 90, §2 and 521 CMR 23.00 et seq. Pursuant to 521 CMR 23.2.1, NHA currently provides 2 marked accessible parking spaces. These marked accessible parking spaces are reserved for vehicles displaying valid handicap plates or placards. While housing authorities must provide reasonable accommodation, **they do not have the authority to assign marked accessible parking spaces as part of a reasonable accommodation request.** In other words, even if a marked accessible space is closer to the building entrance, a tenant or household member cannot request to have that space assigned to them as part of a reasonable accommodation request, as it would constitute a fundamental alteration to its programs, which would be contrary to applicable laws and regulations. Specifically, individuals with valid handicap plates or placards are welcome to park in marked accessible parking spaces on a first-come, first-served basis only, and no request for reasonable accommodation shall be considered or made to have such spaces assigned to any resident.
- Common Types of Accommodations:
 - Reserved or Close Spaces: Assigning a designated parking space located near, closer, or closest to the entrance of a resident's apartment building and unit.
 - Width/Accessibility Adjustments: Widening a parking space or access aisle for a wheelchair ramp or lift.
 - Guest or Additional Spaces: Allowing a caregiver's car to park overnight or in a restricted area.

Such reasonable accommodation requests from any NHA tenant or household member may be made verbally or in writing¹ to NHA's Executive Director (E.D.) for review. NHA is committed to engaging

¹ Resident may make such requests verbally or in writing, via a medium of their choice, including but not limited to, electronic communication, via a letter, or NHA's Request for Reasonable Accommodations/Reasonable Modifications Request Form, via a designee of their choosing or from NHA staff, or via NHA's Request for Reasonable Accommodations/Reasonable Modifications Request Form in an alternative format that is an equally effective format or means of communication through auxiliary aids and/or services.

in an interactive process with the tenant or household member to explore options that effectively address the tenant's or household member's disability-related needs and to ensure the tenant or household member has equal access to housing without placing undue financial or administrative burdens on NHA. For example, it may be an administrative burden for NHA to consider a request to assign a parking space that has already been assigned to another resident. For purposes of NHA's Parking Policy – Captain Robert Cook Drive, a parking space previously assigned by NHA pursuant to a granted request for a reasonable accommodation shall not be considered for another household, where NHA is limited by law in its ability to inquire into the severity of any resident's disability. More simply put, NHA is unable to make a determination as to the degree to which any resident is affected by their stated disability over another resident's stated disability to consider a reassignment of a parking space previously assigned by NHA pursuant to a granted request for a reasonable accommodation.

- How to Request a Reasonable Accommodation:

- Submit a request: Tenants or household members should notify NHA of their request. NHA invites tenants or household members to submit their request in writing using *NHA's Request for Reasonable Accommodations/Reasonable Modifications* form attached as Exhibit A. The tenant may also make their request in an alternative format of their choosing.
- Provide medical verification: The tenant or household member will generally need a letter from their doctor, or a qualified medical care/service provider, verifying their disability and explaining the direct need (nexus) between their disability and the parking space. The letter should:
 - identify their impairment,
 - indicate the impairment substantially limits them in a major life activity, and
 - describe which major life activity is impaired and how it substantially limits their functioning.
- The tenant or household member does not need to identify their specific diagnosis nor the severity of their disability to get reasonable accommodation.

iii. All vehicles shall not park in any:

- Unauthorized, cordoned off, or restricted areas that are not designed or intended for parking vehicles, including but not limited to on any sidewalk or walkway, yard, lawn, grass, dirt, gravel, easement, or other surfaces.
- Manner to obstruct or block access to any dumpster(s), street sweeping or snow plowing area(s) and equipment, emergency or fire lane(s), or pose a health, safety, welfare, or fire hazard.
- Reserved Disabled Only parking space(s) without a valid issued permanent or temporary disabled parking permit, hang tag, special license plate, placard, sign, or sticker.
- Designated but unassigned Tenant Only parking space(s) unless he/she is a tenant/resident and/or household member who has a registered and insured vehicle with an NHA parking sticker visibly displayed on the rear windshield.
- Parking space(s) or area(s) specifically designated, reserved, or cordoned off for the NHA staff and/or emergency personnel.
- Parking spaces which are assigned by NHA to individual(s) as part of reasonable accommodation, unless the vehicle has been approved to park in said space.

iv. Vehicles shall not park illegally or improperly on NHA-owned property, including but not limited to NHA parking lots and spaces. NHA tenants, household members, and guests must follow all state and local laws regarding parking on any private or public land, roadways, streets, and/or unauthorized areas. The Town of Needham's Police Department (NPD) may issue a parking violation, citation, ticket, summons, or fine for any improperly or illegally parked vehicle on and off

NHA property. Unauthorized, unregistered, and illegally or improperly parked vehicles may be subject to towing at the vehicle owner's sole expense.

- v. Residents, guests, visitors, and others shall not park overnight on or in any private, town, state, or federally owned street, roadway, or public parking space unless authorized. Parking in available town- or state-owned and managed public parking spaces on a public street is subject to the restrictions visible on the parking signs.

E. Enforcement and Towing

- i. **The NHA reserves the right to tow any illegally or improperly parked vehicle that's unauthorized, unregistered, suspicious, inoperable (end-of-life), and/or abandoned on NHA property. If a vehicle fails to reasonably and timely move after being instructed by NHA staff (or NPD), then the NHA will issue a written parking violation sticker (placed on the vehicle) to move within a reasonable timeframe (either 24, 48, or 72 hours). The vehicle owner is solely responsible for all towing fees related to his/her vehicle, including for its removal, transport, storage, and any damage incurred or sustained to repair. The owner(s) of any vehicle towed also shall be responsible for any towing-related:**
 - Damage to NHA-owned real property, land, grounds, structures, signs, surfaces, paved parking lots (blacktop/asphalt/pavement/concrete), roadways, driveways, sidewalks, curbs, edging, and landscaping (grass/lawns/yards/shrubs/bushes/trees);
 - Cleaning, removing, and disposing of spilled or released vehicle fluids (motor/engine oil, grease, antifreeze, gasoline, brake and other fluids); and
 - Other costs and expenses.
- ii. Residents are not permitted to tow any vehicle that's owned by another or not owned by themselves.
- iii. Except in cases involving safety hazards, NHA will attempt to provide notice to violators, as laid out in Section E(i) above, prior to towing, when feasible. In certain emergency situations, a vehicle may be towed by NHA or NPD without prior notice to the owner.
- iv. Staff will consider a vehicle's associations with disability-related accommodations prior to towing the vehicle.

Date Approved by the NHA Board of Commissioners: August 20, 2026

Signature of Chair: 

Needham Housing Authority

Verification of Need for Reasonable Accommodation

Person Requesting Accommodation: _____
(Please Print)

Address:

Street City Zip

Section 1: Authorization to Release Information

I authorize the individual named below to complete this form for me (or a family member) relative to my request for a reasonable accommodation.

Signature: _____ Date: _____

Name: _____ Profession: _____

Agency Affiliation (if any) _____ Phone: _____

Address:

Street City Zip

The above-named person has expressed a need for a reasonable accommodation so that he/she may have equal access to NHA programs, services or amenities. You have been named by the requestor as a person who can verify their need for this accommodation.

The requestor has given their permission for the Needham Housing Authority to verify that they have a disability that requires the requested accommodation. Please do not disclose the nature of the requestor's disability or provide any medical records.

Section 2: Determination of Disability

Please indicate in your professional judgment whether the person requesting an accommodation has a disability as per this definition:

"Have a physical or mental impairment which substantially limits one or more major life activities; have a history of, or who are regarded as having a physical or mental impairment that substantially limits one or more major life activities; or being regarded as having such an impairment." (Please check Yes or No)

☐ Yes If yes, please complete Sections 3 & 4

☐ No If no, please complete Section 5

Section 3: Details of the Accommodation

The requestor has expressed a need for a special feature or changes within the unit, building or site or in a policy, procedure, program or service to accommodate their need.

1. Physical problems with unit/building/site: Describe how the unit, building or site is having a negative impact on the person's disability.

Needham Housing Authority

Verification of Need for Reasonable Accommodation

2. Changes in unit/building/site: What type of change is needed to address the problem(s) identified in #1 above such as a physical adaptation or modification to the apartment, building or site including assistive technology? Indicate where any specialized equipment or technology can be obtained.

3. Policy, procedure, or program problems: Describe the problem with the policy, procedure or program that is having a negative impact on the person's disability.

4. Changes in policy, procedure, or program: Describe the type of changes in a policy, procedure or program which are needed to address the accommodation.

Section 4: Verification and Certification

In your professional judgment, does the request have a direct correlation to the disability? ☐ Yes ☐ No

If yes, please explain the correlation between the requested accommodation and the disability and how the accommodation will benefit the requestor:

Name: _____ Profession: _____

Agency Affiliation (if any) _____ Phone: _____

Address: _____
Street City Zip

Signature: _____ Date: _____